



# Adverse Incident Reporting Instructions



December 1, 2012



---

## Table of Contents

---

General Instructions .....	1
Accessing the Application .....	2
Logging-In .....	3
Accessing the AIR Application.....	4
Creating / Saving and Submitting the Adverse Incident Report.....	5
Field Requirements.....	6
Form Status .....	8
AIR Reports Submitted by a Provider .....	9
Upload File Attachment Utility .....	10
Viewing an Attachment .....	13
Deleting an Attachment .....	14
Logging-Out .....	15

---



# General Instructions

---

## Overview

The Adverse Incident Reporting (AIR) Application is a KDADS web application.

---

## System Requirements and Browser Settings

- **Firewall Settings** may need added.
    - To check if you will be able to access the KDADS Web Application site, follow the steps on pages 3-4. If the sign in page does not display, our site will need to be added to your firewall. Please contact the KDADS Help Desk for the specific address/port to be added to the firewall.
  - Internet Connection
  - Internet Browser:
    - Microsoft Internet Explorer 6.0 or newer - Recommended
    - Firefox – current version
  - Disable all Pop-Up blockers
- 

## Contact Persons

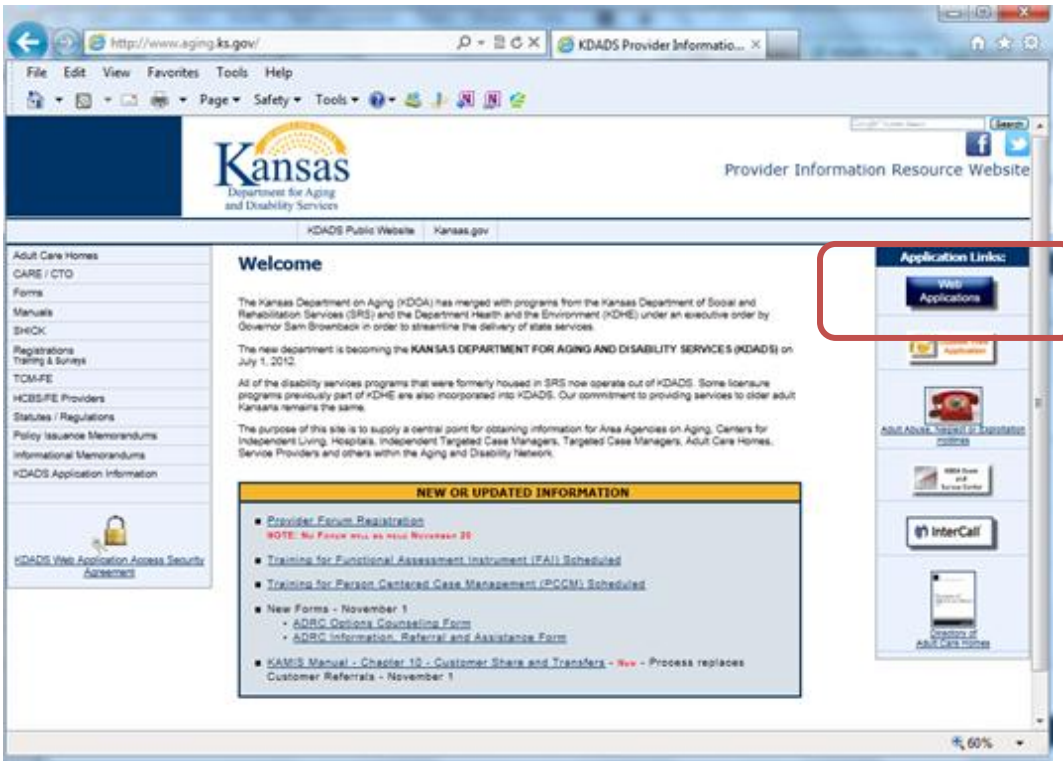
Issue	Contact Person
Application How To Questions Password Change	KDADS Help Desk <b>Phone:</b> (785) 296-4987 or (800) 432-3535 <b>E-Mail:</b> HelpDesk@kdads.ks.gov
Questions about the AIR Policies and Guidelines.	<b>Phone:</b> (800) 432-3535

---

# Accessing the Application

**Introduction** Use Microsoft Internet Explorer or FireFox browser to access the KDADS web application site. All KDADS Web Applications are secured and encrypted.

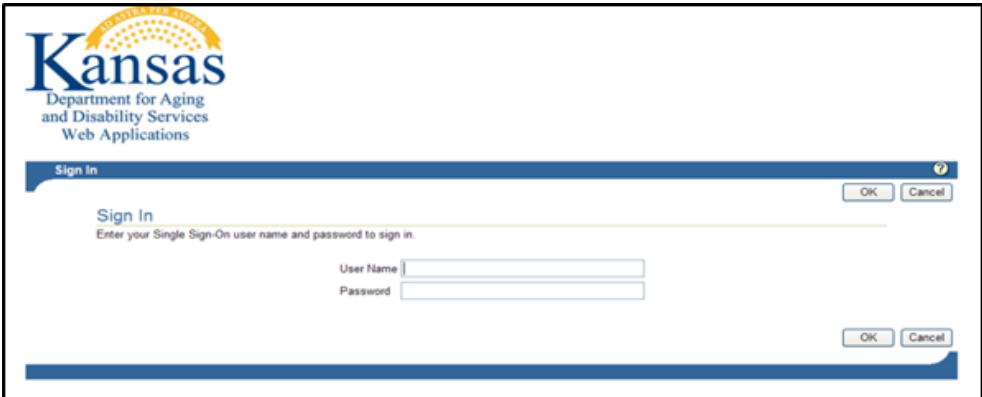
**How To** Follow the steps in the table below to accessing the login page for the KDADS Web Application.

Step	Action	Result
1.	Open the internet browser. Access the KDADS Provider Information Resource Web Site. <a href="http://www.aging.ks.gov">www.aging.ks.gov</a>	The KDADS Provider Web Site Home Page will be displayed.
		
2.	Select the <b>Web Applications</b> link under the “Applications Link”.	The KDADS Web Application Login page will display.

# Logging-In

---


**How To** Follow the steps in the table below to complete the Login process.

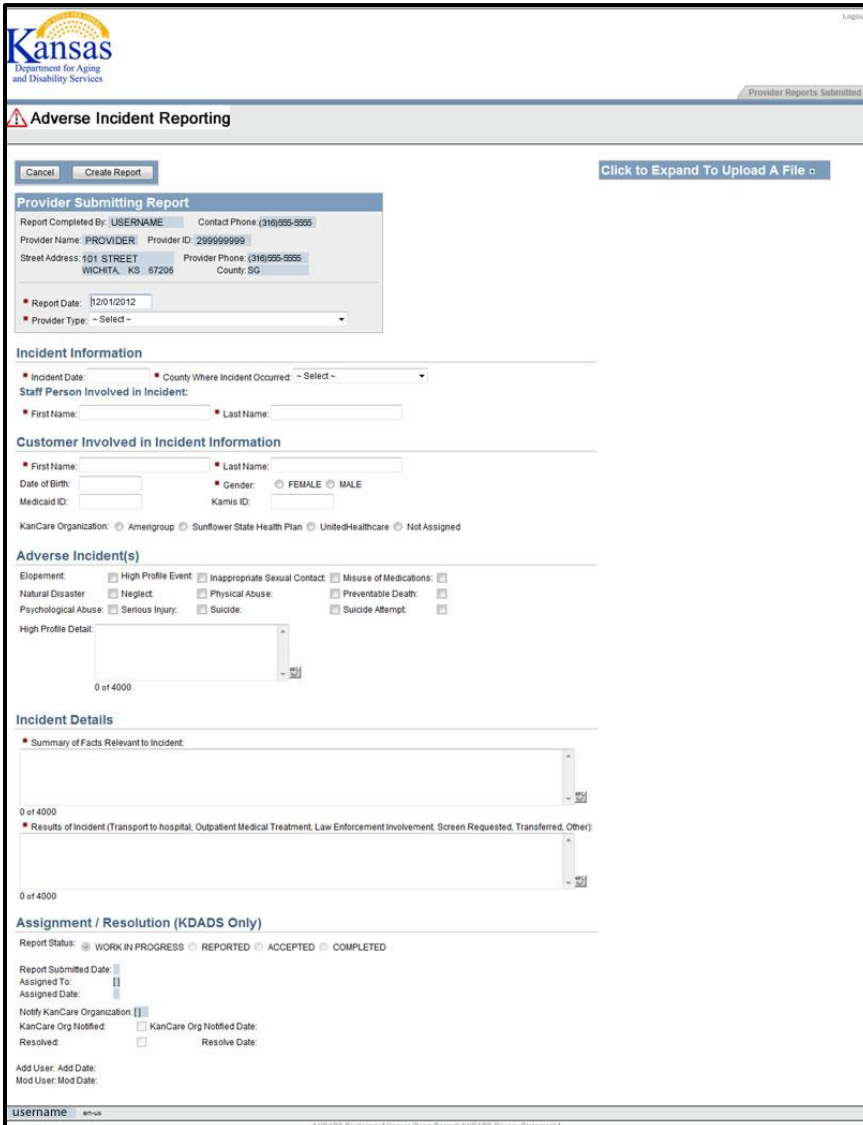
Step	Action	Result
1.	Once the Login page is displayed.  Type the <b>User Name</b> .  Press <b>Tab</b> .	Insertion point advances.
		
2.	Enter <b>Password</b> . If it is the first time signing into the application, use the initial password that was issued in the e-mail from the KDADS Information Services Division.  Click the <b>OK</b> button.	The Web Application Home page will display.

---

# Accessing the AIR Application

**How To** Follow the steps in the table below to access the Adverse Incident Reporting (AIR) application.

Step	Action	Result
1.	To access the AIR Application, click on the <b>Adverse Incident Reporting (AIR)</b> button on the Web Applications Home Page.	
2.	Opens to the <b>reporting</b> page of the AIR Application.	



**Kansas**  
Department for Aging and Disability Services

**Adverse Incident Reporting**

Cancel Create Report Click to Expand To Upload A File

**Provider Submitting Report**

Report Completed By: USERNAME Contact Phone: (316)555-5555  
 Provider Name: PROVIDER Provider ID: 2999999999  
 Street Address: 101 STREET WICHITA, KS 67206 Provider Phone: (316)555-5555 County: SG

Report Date: 12/01/2012  
 Provider Type: - Select -

**Incident Information**

Incident Date: County Where Incident Occurred: - Select -  
 Staff Person Involved in Incident:  
 First Name: Last Name:

**Customer Involved in Incident Information**

First Name: Last Name:  
 Date of Birth: Gender: FEMALE MALE  
 Medicaid ID: Kansas ID:  
 KanCare Organization: Amerigroup Sunflower State Health Plan UnitedHealthcare Not Assigned

**Adverse Incident(s)**

Elopement High Profile Event Inappropriate Sexual Contact Misuse of Medications  
 Natural Disaster Neglect Physical Abuse Preventable Death  
 Psychological Abuse Serious Injury Suicide Suicide Attempt

High Profile Detail:  
 0 of 4000

**Incident Details**

Summary of Facts Relevant to Incident:  
 0 of 4000  
 Results of Incident (Transport to hospital, Outpatient Medical Treatment, Law Enforcement Involvement, Screen Requested, Transferred, Other):  
 0 of 4000

**Assignment / Resolution (KDADS Only)**

Report Status: WORK IN PROGRESS REPORTED ACCEPTED COMPLETED  
 Report Submitted Date:  
 Assigned To:  
 Assigned Date:  
 Notify KanCare Organization: 1  
 KanCare Org Notified: KanCare Org Notified Date:  
 Resolved: Resolve Date:  
 Add User: Add Date:  
 Mod User: Mod Date:

username 4/11/2012 10:10:10 AM




# Creating / Saving and Submitting the Adverse Incident Report

---

**Introduction** The AIR Report is not created until it is saved. In order for the reporting process to be completed, the form will need to be submitted to KDADS.

---

**How To** Follow the steps in the table below to create/save a Report.

Step	Action	Result
1.	Complete the required reporting form fields.	
2.	Above the “Provider Submitting Report” heading, click on the <b>Create</b> button.	The report will be created.
		
3.	Two additional regions will display. <ul style="list-style-type: none"><li>• “Submit to KDADS” Button</li><li>• “Click to Expand To Upload A File” Region</li></ul>	
4.	Click on the <b>Submit to KDADS</b> button.	The Report will be saved and all fields will be displayed as read only. An e-mail will be forwarded to the appropriate KDADS staff for action.

---

## Field Requirements

### Field Requirements

The table below lists all the report fields and if they are required.

Field	Action / Purpose
Cancel	Will return to the Report Listing.
Create / Apply Changes	Creates the report then saves subsequent data entry.
Submit Report to KDADS	Button will display after the report is created. When data entry is complete, clicking on this button will submit the report to KDADS.
<b>Provider Submitting Report Region</b>	
Auto-filled fields	User information and the Provider the user is associated.
Report Date	Required. Date the Report is being entered. Defaults to the current date.
Provider Type	Required. Select the Provider type of the Organization.
<b>Incident Information Region</b>	
Incident Date	Required. Date of the incident.
County where incident occurred	Required. County where the incident occurred. This will facilitate the KDADS assignment.
Staff person involved in incident: First/Last Name	Required. The actual person involved with the incident. This may not be the same as the user entering the report.
<b>Customer Involved in Incident Information Region</b>	
First/Last Name of Customer	Required.
Date of Birth	Required.
Gender	Required.
Medicaid ID	
KAMIS ID	
KanCare Organization	Required only if there is a Medicaid ID entered.

*Continued on next page*

## Field Requirements (Continued)

### Field Requirements Continued

Adverse Incident(s) Region	
Elopement	At least one option is required to be selected.
High Profile Event	At least one option is required to be selected.
High Profile Detail	Required if “High Profile Event” is checked.
Inappropriate Sexual Contact	At least one option is required to be selected.
Misuse of Medications	At least one option is required to be selected.
Natural Disaster	At least one option is required to be selected.
Neglect	At least one option is required to be selected.
Physical Abuse	At least one option is required to be selected.
Preventable Death	At least one option is required to be selected.
Psychological Abuse	At least one option is required to be selected.
Serious Injury	At least one option is required to be selected.
Suicide Attempt	At least one option is required to be selected.
Suicide	At least one option is required to be selected.
Incident Details Region	
Summary of Facts Relevant to Incident	Required.
Results of Incident (Transport to hospital, Outpatient Medical Treatment, Law Enforcement Involvement, Screen Requested, Transferred, Other)	Required.
Assignment / Resolution (KDADS Only) Region	
Report Status	Required. The status will automatically change when the Provider clicks on the “Submit Report to KDADS” button.
Report Submitted Date	Automatically fills when the status changes to “Reported”.
Assigned To	Required when the status is changed to “Accepted”.
Assigned Date	Required when there is an entry in the Assigned To field.
Notify KanCare Organization	Required when the status is changed to “Accepted”.
KanCare Org Notified Date	Required when there is an entry in the Notify KanCare Organization field.
Resolved	Required when the status is changed to “Completed”.
Resolve Date	Required when there is an entry in the Resolved field.
Resolution Comment	

## Form Status

---

**Report Status**      The table below lists all the report statuses available and the purpose.

Status	Purpose
Work In Progress	Initial status prior to the report being created or while it is being completed by the Provider.
Reported	The provider has completed data entry of the report and has submitted the report to KDADS for action.
Accepted	Indicates that KDADS has seen the report.
Completed	Indicates that the KDADS portion of the report has been completed.

---

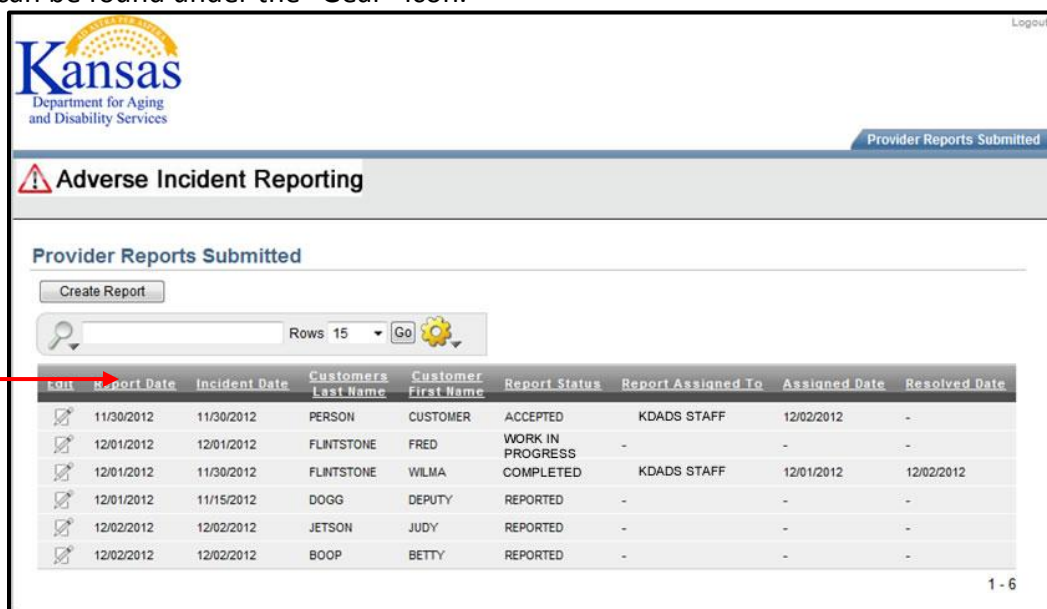
# AIR Reports Submitted by a Provider

## Introduction

Click on the Provider Reports Submitted Tab at the upper right of the page. The report displays the customers with Adverse Incident Reports that have an association with the users Organization.

The report is interactive with a search field. Enter the criteria and click on the “Go” Button. Additional sorting and filtering options as well as a download utility can be found under the “Gear” icon.

Search  
Field



Kansas  
Department for Aging  
and Disability Services

Provider Reports Submitted

Adverse Incident Reporting

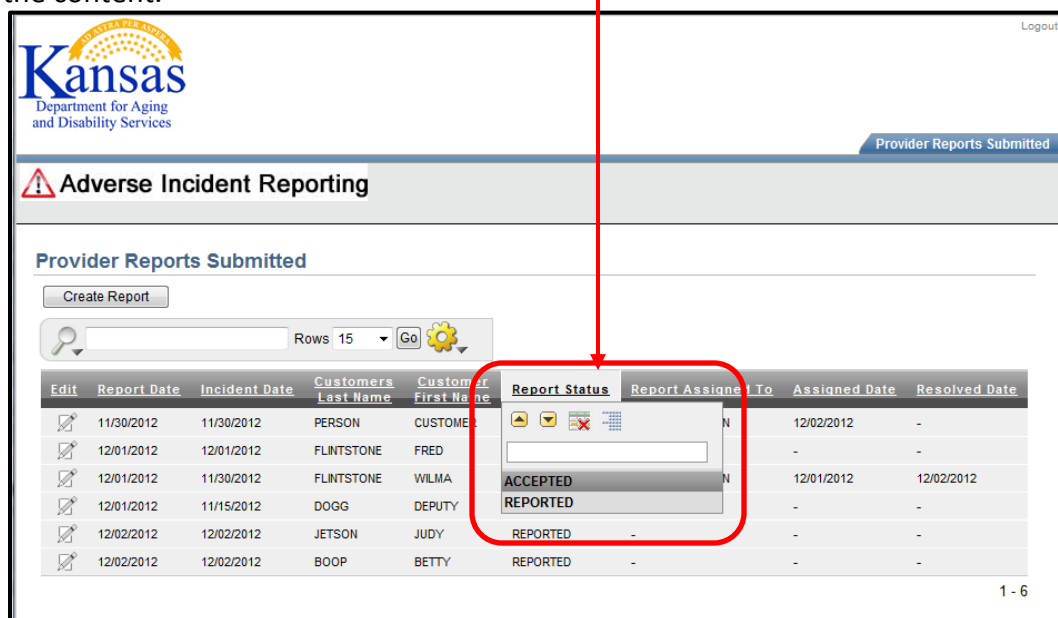
Create Report

Search field with 'Go' button and 'Rows: 15' dropdown.

Edit	Report Date	Incident Date	Customers Last Name	Customer First Name	Report Status	Report Assigned To	Assigned Date	Resolved Date
	11/30/2012	11/30/2012	PERSON	CUSTOMER	ACCEPTED	KDADS STAFF	12/02/2012	-
	12/01/2012	12/01/2012	FLINTSTONE	FRED	WORK IN PROGRESS	-	-	-
	12/01/2012	11/30/2012	FLINTSTONE	WILMA	COMPLETED	KDADS STAFF	12/01/2012	12/02/2012
	12/01/2012	11/15/2012	DOGG	DEPUTY	REPORTED	-	-	-
	12/02/2012	12/02/2012	JETSON	JUDY	REPORTED	-	-	-
	12/02/2012	12/02/2012	BOOP	BETTY	REPORTED	-	-	-

1 - 6

The report is also interactive by utilizing the column headings to sort or filter by the content.



Kansas  
Department for Aging  
and Disability Services

Provider Reports Submitted

Adverse Incident Reporting

Create Report

Search field with 'Go' button and 'Rows: 15' dropdown.

Edit	Report Date	Incident Date	Customers Last Name	Customer First Name	Report Status	Report Assigned To	Assigned Date	Resolved Date
	11/30/2012	11/30/2012	PERSON	CUSTOMER		N	12/02/2012	-
	12/01/2012	12/01/2012	FLINTSTONE	FRED		-	-	-
	12/01/2012	11/30/2012	FLINTSTONE	WILMA		N	12/01/2012	12/02/2012
	12/01/2012	11/15/2012	DOGG	DEPUTY		-	-	-
	12/02/2012	12/02/2012	JETSON	JUDY	REPORTED	-	-	-
	12/02/2012	12/02/2012	BOOP	BETTY	REPORTED	-	-	-

1 - 6

# Upload File Attachment Utility

**Introduction** At times, it is necessary for additional information to be attached to the report. All attached files are associated with the AIR worksheet.

**How to Attach a File** Follow the steps below to attach a file to a specific report.

Step	Action	Results								
1.	Click on the “+” at the end of the region. The region will expand.	<div>Click to Expand To Upload A File</div>								
<div><div>Click to Expand To Upload A File</div><div><div>To Attach / Upload File:</div><div><div>Steps to Upload a File:</div><div>Browse to the file location by clicking on the “Browse...” button</div><div>Type a unique name in the “File Name” field for easy identification.</div><div>Click the “Upload or Delete File” button.</div><div>Do not upload “.docx” or “.xlsx” files.</div><div>(Save “.docx”/“.xlsx” files as PDFs then upload the PDF file.)</div></div><div><div>To Delete a File:</div><div>Only the person who uploaded the file can delete the file.</div><div>Click on the checkbox next to the file to be deleted.</div><div>Click on the “Upload or Delete File” button.</div></div></div></div> <div><div><div></div><div>Browse...</div></div><div>File size limited to 1mb!</div><div>File Name: <div></div><div>Upload or Delete File</div></div><div><div>Attached / Uploaded Files</div><div>Application: AIR Id: 6</div><div><div>name</div><div>delete</div><div>size</div><div>source</div><div>added</div><div>by</div></div></div></div>										
2.	In the Attachments region, click on the <b>Browse</b> button	The “Choose File to Upload” dialog box displays.								
3.	Browse to the saved document to be attached.	For best results attach only the following type of documents:								
	<table><tr><th>Document Type</th><th>Action</th></tr><tr><td>Word or Excel</td><td>Convert documents to Acrobat Reader format (pdf) before attaching</td></tr><tr><td>PDF (Acrobat)</td><td>Attach with no additional steps needed</td></tr><tr><td>Graphics</td><td>Attach JPG or GIF type graphics – do not attach TIF files</td></tr></table>		Document Type	Action	Word or Excel	Convert documents to Acrobat Reader format (pdf) before attaching	PDF (Acrobat)	Attach with no additional steps needed	Graphics	Attach JPG or GIF type graphics – do not attach TIF files
Document Type	Action									
Word or Excel	Convert documents to Acrobat Reader format (pdf) before attaching									
PDF (Acrobat)	Attach with no additional steps needed									
Graphics	Attach JPG or GIF type graphics – do not attach TIF files									



## Upload File Attachment Utility (continued)

### How to Attach a File continued

Step	Action	Results
4.	On the Choose File to Upload dialog box, click on <b>Open</b> button	File is selected and entered into the Upload File field.
5.	Enter a <b>Name</b> in the File Name field.	
6.	Click on <b>Upload or Delete File</b> button	Completes the upload. Table of the attached files is displayed.

#### Click to Expand To Upload A File ▾

##### To Attach / Upload File:

###### Steps to Upload a File:

Browse to the file location by clicking on the "Browse..." button  
 Type a unique name in the "File Name" field for easy identification.  
 Click the "Upload or Delete File" button.  
**Do not upload ".docx" or ".xlsx" files.**  
 (Save ".docx"/".xlsx" files as PDFs then upload the PDF file.)

###### To Delete a File:

Only the person who uploaded the file can delete the file.  
 Click on the checkbox next to the file to be deleted.  
 Click on the "Upload or Delete File" button.

File size limited to 1mb!

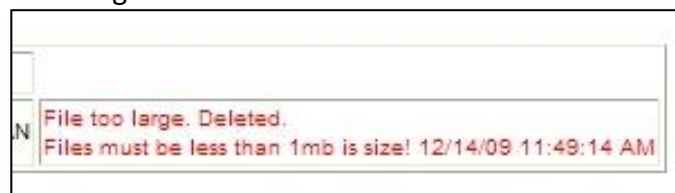
File Name:   File(s)  
Uploaded  
12/02/12  
02:58:49 PM

##### Attached / Uploaded Files

Application: AIR Id: 6

name	delete	size	source	added	by
Contact Listing	<input type="checkbox"/>	462,387	Contact List.pdf	12/02/2012 02:58:49	USERNAME

**Note:** If the file is too large, a warning notice will be displayed that the file was too large and was deleted.



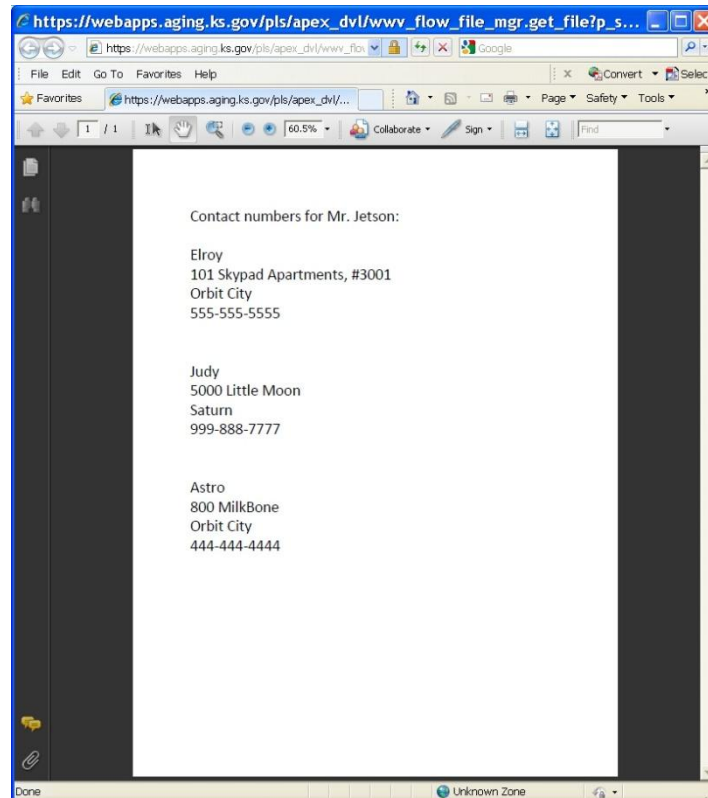


# Viewing an Attachment

---

**How to View the File** Follow the steps below to view an attached file on a specific report.

Step	Action	Results
1.	Click on the <b>file name</b>	"Contact Listing" in the above example
2.	The document will open in a separate window.	



# Deleting an Attachment

**Introduction** The delete option is only available to the user who originally attached the file.

**How to Delete a File** Follow the steps below to delete an attached file on a specific report.

Step	Action	Results
1.	In the Attachments region, click on the <b>check box</b> under the delete column.	

Click to Expand To Upload A File ▾

To Attach / Upload File:

Steps to Upload a File:

Browse to the file location by clicking on the "Browse..." button

Type a unique name in the "File Name" field for easy identification.

Click the "Upload or Delete File" button.

Do not upload ".docx" or ".xlsx" files.

(Save ".docx"/".xlsx" files as PDFs then upload the PDF file.)

To Delete a File:

Only the person who uploaded the file can delete the file.

Click on the checkbox next to the file to be deleted.

Click on the "Upload or Delete File" button.

Browse...

File size limited to 1mb!

File Name:

Upload or Delete File

File(s)  
Uploaded  
12/02/12  
02:58:49 PM

Attached / Uploaded Files

Application: AIR Id: 6

name	delete	size	source	added	by
Contact Listing	<input checked="" type="checkbox"/>	462,387	Contact List.pdf	12/02/2012 02:58:49	USERNAME

2.	Click the <b>Upload or Delete File</b> button.	File is deleted from the system.
----	--	----------------------------------

# Logging-Out

---

## Introduction

When the user will not be using the application for a period of time, log off the program for security reasons.

---

## How To

Follow the steps in the table below to exit the application.

Step	Action	Result
1.	In the upper right corner of the window, there are three navigational options.	

Link	Action
Logout	The browser will return to the Log-in page
KDADS Home Page	Returns back to the KDADS Home Page for further access options.